



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Comcast Phone of Illinois, LLC
CIMCO, a division of Comcast Business Services
Comcast Digital Phone

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.72	0.55	0.72	1.33
B. Operator Answer Time - Information [730.510(a)(1)]	3.30	3.30	3.50	3.37
C. Repair Office Answer Time [730.510(b)(1)]	56.00	57.00	142.89 *	85.30 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	14.00	9.00	54.00	25.67
E. Percent of Service Installations [730.540(a)]	95.04%	99.21%	95.22%	96.62%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	97.95%	99.62%	98.90%	98.79%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.67	1.53	1.34	1.51
H. Percent Repeat Trouble Reports [730.545(c)]	19.04%	18.11%	19.78%	18.97%
I. Percent of Installation Trouble Reports [730.545(f)]	9.28%	10.87%	8.90%	9.78%
J. Missed Repair Appointments [730.545(h)]	505	356	347	403
K. Missed Installation Appointments [730.540(d)]	124	72	87	94

Comments



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